

**CLASS TITLE: CHIEF, COMPLIANCE AND COLLECTIONS**

**Class Code: 02686500**

**Pay Grade: 40A**

**EO: A**

**CLASS DEFINITION:**

**GENERAL STATEMENT OF DUTIES:** To plan, organize, direct and review the work of a large staff engaged in executing the tax collection program for the state; to coordinate all division collection and compliance activities; and to do related work as required.

**SUPERVISION RECEIVED:** Works under the administrative direction of the Tax Administrator with wide latitude for the exercise of initiative and independent judgement; work is reviewed for results obtained and conformance with agency policy and pertinent laws and regulations.

**SUPERVISION EXERCISED:** Plans, organizes, directs and reviews the activities of a technical and clerical staff; reviews work in process or upon completion for satisfactory performance and adherence to existing guidelines.

**ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:**

To plan, organize, direct and review the work of a large staff engaged in executing the tax collection program for the state.

To serve as the primary adviser to the Tax Administrator on tax collection matters and to establish guidelines and policies for the efficient management of tax collection activities.

To be responsible for reevaluating inactive delinquent accounts in order to reactivate them or otherwise dispose of them; to determine courses of action in pursuing delinquent accounts, including appropriate civil enforcement methods, imposing tax liens, and the use of distraint.

To conduct staff meetings and conferences with subordinate supervisors in order to convey management goals and objectives and to explain the implementation of policies and procedures.

To be responsible for developing a program of formal and informal training for both new and existing personnel.

To confer with taxpayers or their authorized agents on unresolved tax collection matters of unusual complexity.

To determine staffing and fiscal requirements and prepare the annual budget based on analysis of workload inventory, projection of case issuances, and industrial and economic conditions.

To be responsible for the preparation of statistical and administrative reports to review and evaluate the activities of the section in order to measure the effectiveness of collection methods and techniques.

To attend and participate in conferences and projects designed to assist in attaining more efficient tax collection techniques.

To interface with federal and local officials on related tax collection cases, and to exchange permissible information in the pursuit of better tax law enforcement.

To do related work as required.

**REQUIRED QUALIFICATIONS FOR APPOINTMENT:**

**KNOWLEDGES, SKILLS AND CAPACITIES:** A thorough knowledge of the principles, practices and provisions of the state's tax laws dealing with taxpayer liability and the ability to apply such knowledge in planning, coordinating, directing and controlling the state's tax collection program; a thorough knowledge of property rights and the ability to apply said knowledge in seeking liens on property for tax collection purposes; a thorough knowledge of the federal and state insolvency laws and proceedings; the ability to coordinate, direct and review the work of a large staff engaged in tax

collection activities; the ability to resolve the most complex and difficult tax collection matters; the ability to advise a superior on objectives and policies of a tax collection program; the ability to prepare statistical and administrative reports to reflect the effectiveness of the section's operation; the ability to prepare financial reports and the budget each fiscal year based on workload projections and personnel requirements; the ability to establish and maintain effective working relationships with taxpayers or their designated representatives; and related capacities and abilities.

**EDUCATION AND EXPERIENCE:**

Education: Such as may have been gained through: graduation from a college of recognized standing; and

Experience: Such as may have been gained through: employment in a responsible supervisory position in a government agency involving responsibility for supervising a large staff engaged in collection activities or the enforcement of laws under which taxes are assessed and collected.

Or, any combination of education and experience that shall be substantially equivalent to the above education and experience.

Class Revised: November 19, 2000

Editorial Review: 3/15/03